

**From:** Stacey Champion  
**To:** Barbara.Lockwood@aps.com  
**Cc:** Rodney.Ross@aps.com; Cynthia.Zwick; ezuckerman@swenergy.org; Jennings, Steve; CStrong@sydpaz.org; Jordy.Fuentes; max.gonzales@cplc.org; jcoffman@aarp.org; cpotter@swenergy.org; Elijah.Abinah; Ranelle.Paladino; Barbara.Keene; Diane.Brown; Steve.Neil; Stacy.Derstine@aps.com; Amanda.Ho@aps.com; Abhay.Padgaonkar; Bob.Burns; Sandra.D.Kennedy; Boyd.Dunn; Justin.Olson; Lea.Márquez.Peterson  
**Subject:** Re: Rate Comparison Tool Discussion - Tuesday, December 17  
**Date:** Saturday, December 14, 2019 11:28:44 AM

Good morning,

Given the news yesterday about the AG's investigation ( <https://www.12news.com/article/news/local/valley/az-attorney-general-contacts-aps-about-price-tool-debacle/75-2cb766a3-57a1-48a0-8cab-308fc1df8301> ) Abhay and I will respectfully decline this invitation and are not interested in being part of a APS "stakeholder group" or customer panel. I would be curious to know when the Attorney General's office first contacted APS, and if prior to Wednesday's Open Meeting, why wasn't that disclosed?

Regards,

 **Stacey Champion** *Mistress of Publicity, Champion PR + Consulting*  
Tel: 602-788-0033  
[sc@champion-pr.com](mailto:sc@champion-pr.com)  
  
2828 N. Central Ave., 10th Floor  
Phoenix, AZ 85004  


On Fri, Dec 13, 2019 at 4:59 PM <[Barbara.Lockwood@aps.com](mailto:Barbara.Lockwood@aps.com)> wrote:

Ok. We certainly still invite anyone who wants to attend to our building to participate directly and provide webex information for anyone who wants to participate remotely. Our goal is to get feedback so we can improve our product for our customers, and we find that direct dialogue is often helpful.

We'll look into ways to honor your request to record the presentation and discussion for future viewing.

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**From:** Stacey Champion <[sc@champion-pr.com](mailto:sc@champion-pr.com)>  
**Sent:** Friday, December 13, 2019 4:23 PM  
**To:** Lockwood, Barbara D <[Barbara.Lockwood@aps.com](mailto:Barbara.Lockwood@aps.com)>  
**Cc:** [sc@champion-pr.com](mailto:sc@champion-pr.com); Ross, Rodney <[Rodney.Ross@aps.com](mailto:Rodney.Ross@aps.com)>; [czwick@wildfireaz.org](mailto:czwick@wildfireaz.org); [ezuckerman@swenergy.org](mailto:ezuckerman@swenergy.org); [Jennings@aarp.org](mailto:Jennings@aarp.org); [CStrong@sydpaz.org](mailto:CStrong@sydpaz.org); [jfuentes@azruco.gov](mailto:jfuentes@azruco.gov); [max.gonzales@cplc.org](mailto:max.gonzales@cplc.org); [jcoffman@aarp.org](mailto:jcoffman@aarp.org); [cpotter@swenergy.org](mailto:cpotter@swenergy.org); [cabinah@azcc.gov](mailto:cabinah@azcc.gov); [rpaladino@azcc.gov](mailto:rpaladino@azcc.gov); [bkeene@azcc.gov](mailto:bkeene@azcc.gov); [dbrown@arizonapirg.org](mailto:dbrown@arizonapirg.org); [steven.stuart.neil@gmail.com](mailto:steven.stuart.neil@gmail.com); Derstine, Stacy L <[Stacy.Derstine@aps.com](mailto:Stacy.Derstine@aps.com)>; Ho, Amanda <[Amanda.Ho@aps.com](mailto:Amanda.Ho@aps.com)>; [abhay.padgaonkar@gmail.com](mailto:abhay.padgaonkar@gmail.com); [rburns@azcc.gov](mailto:rburns@azcc.gov); [Sdkennedy@azcc.gov](mailto:Sdkennedy@azcc.gov); [bdunn@azcc.gov](mailto:bdunn@azcc.gov); [jolson@azcc.gov](mailto:jolson@azcc.gov); [lm Marquez@peterson@azcc.gov](mailto:lm Marquez@peterson@azcc.gov)  
**Subject:** Re: Rate Comparison Tool Discussion - Tuesday, December 17

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Ms. Lockwood,

Upon further thought and discussion with others, I would propose the following:


Expecting normal people who have children to take to school and jobs to be at (myself included) expecting regular people to show up in downtown Phoenix on a Tuesday morning at 8am is not realistic.

As APS has the resources, I would like to see the entire presentation be recorded, including all discussions, then have APS provide a public-facing link for anyone interested to view (such as YouTube, etc.). That way, ratepayers can watch the presentation when it is convenient for them to do so, and reach out to you and/or ACC with any questions.

I know from past experience that when I created my first petition that APS was directly reaching out to those who signed it, and even offered bill credits to some people, who I viewed as "hush money" at the time.

I don't see why any of the above should be an issue if this company's goal is truly to restore public trust.

Kindest Regards,

 **Stacey Champion** *Mistress of Publicity, Champion PR + Consulting*

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On Dec 13, 2019, at 3:37 PM, [Barbara.Lockwood@aps.com](mailto:Barbara.Lockwood@aps.com) wrote:

Stacey,

We welcome you and/or Abhay in person, and we also will provide a webex option for remote participation. We also welcome any APS customer you wish to bring. For security purposes (entrance to our building), we need the names of everyone in attendance by 2:00 pm on Monday. We also need email addresses and names for anyone attending remotely, and we will provide them a webex link directly. We look forward to sharing our information and getting feedback on Tuesday.

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**From:** Stacey Champion <[sc@champion-pr.com](mailto:sc@champion-pr.com)>  
**Sent:** Friday, December 13, 2019 3:12 PM  
**To:** Ross, Rodney <[Rodney.Ross@aps.com](mailto:Rodney.Ross@aps.com)>  
**Cc:** [cswick@wildfireaz.org](mailto:cswick@wildfireaz.org); [ezuckerman@swenergy.org](mailto:ezuckerman@swenergy.org); [SJennings@aarp.org](mailto:SJennings@aarp.org); [CStrong@sydpaz.org](mailto:CStrong@sydpaz.org); [jfuentes@azruco.gov](mailto:jfuentes@azruco.gov); [max.gonzales@cplc.org](mailto:max.gonzales@cplc.org); [jcoffman@aarp.org](mailto:jcoffman@aarp.org); [cpotter@swenergy.org](mailto:cpotter@swenergy.org); [eabinah@azcc.gov](mailto:eabinah@azcc.gov); [rpaladino@azcc.gov](mailto:rpaladino@azcc.gov); [bkeene@azcc.gov](mailto:bkeene@azcc.gov); [dbrown@arizonapirg.org](mailto:dbrown@arizonapirg.org); [steven.stuart.neil@gmail.com](mailto:steven.stuart.neil@gmail.com); [sc@champion-pr.com](mailto:sc@champion-pr.com); Derstine, Stacy L <[Stacy.Derstine@aps.com](mailto:Stacy.Derstine@aps.com)>; Lockwood, Barbara D <[Barbara.Lockwood@aps.com](mailto:Barbara.Lockwood@aps.com)>; Ho, Amanda <[Amanda.Ho@aps.com](mailto:Amanda.Ho@aps.com)>; Abhay Padgaonkar <[abhay.padgaonkar@gmail.com](mailto:abhay.padgaonkar@gmail.com)>; [rburns@azcc.gov](mailto:rburns@azcc.gov); [Sdkennedy@azcc.gov](mailto:Sdkennedy@azcc.gov); [bdunn@azcc.gov](mailto:bdunn@azcc.gov); [jolson@azcc.gov](mailto:jolson@azcc.gov); [lmartinezpeterson@azcc.gov](mailto:lmartinezpeterson@azcc.gov)  
**Subject:** Re: Rate Comparison Tool Discussion - Tuesday, December 17

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Hello,

I may attend in person if able, but would appreciate the call-in number as well. I have added Abhay Padgaonkar and all of the Commissioners to this email also.

I also believe that something like this should be done in a much more public-facing manner, with more real APS customers in attendance and media (should they choose to attend).

Would anyone be opposed to me bringing 10-20 additional customers with me, as well as providing the call-in number to any/all APS customers who wish to listen in and ask questions?

Kindest Regards,

 **Stacey Champion** *Mistress of Publicity, Champion PR + Consulting*

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On Dec 13, 2019, at 1:56 PM, [Rodney.Ross@aps.com](mailto:Rodney.Ross@aps.com) wrote:

Dear Stakeholders,

As a follow-up to this week's open meeting, we would like to invite each of you to participate in a briefing and discussion regarding APS's new rate comparison tool and pro forma billing options **next Tuesday, December 17 at 8AM**. This discussion will include a demonstration of the new tool, and an in-depth review of pro forma billing options for your review and feedback.

We look forward to your participation in this discussion. **Please RSVP by reply to this e-mail if you plan to attend.** A call-in number will be provided for those unable to attend in person.

**WHAT** Briefing And Discussion on New Rate Comparison Tool And Pro Forma Billing

**WHEN** Tuesday, December 17, 2019

8:00AM – 10:00AM

**WHERE** APS headquarters

400 N. 5<sup>th</sup> Street

Training Room 3

Please check in with security at 7:45; an APS employee will escort attendees to the 2<sup>nd</sup> floor

**PARKING** The APS parking garage is located just north of Van Buren on the SWC of 5<sup>th</sup> Street and Fillmore. Please take a parking ticket and bring it with you to be validated. You can also park in the metered parking on 5<sup>th</sup> Street; however, we are not able to reimburse you and encourage you to use the parking garage.

**SECURITY** When you enter the main lobby of the building, please head directly to the Security Desk. You will be required to show your photo ID (driver's license), and will be provided a visitor's badge.

*\*Before you leave the building, please return the visitor's badge to the security desk.*

Thank you,

<image001.png>

**Rodney J. Ross**

Manager, State Regulatory Affairs

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